

# ARIZONA'S CHILD WELFARE SYSTEM



APRIL 2012

**Improvement Efforts**

# Statewide Child Welfare System Improvement Efforts

## TODAY

*At the direction of Governor Brewer, DES is undertaking a comprehensive evaluation of the Division of Children, Youth and Families (DCYF) to strengthen Arizona's system of child protection and family preservation*

- ✓ **Increasing Capacity**
- ✓ **Engaging the Community**
- ✓ **Strengthen the Workforce**
- ✓ **Promote Transparency**
- ✓ **Simplifying Processes**



# Keep Arizona's Children Safe

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# Statewide Child Abuse Hotline

	Category of Alleged Abuse					
	Total Calls	Total Reports	Neglect	Physical Abuse	Sexual Abuse	Emotional Abuse
Oct 2005 - Sept 2006	137,086	34,537	20,793	11,236	2,029	479
Oct 2006 - Sept 2007	133,523	34,690	20,760	11,407	2,115	408
Oct 2007 - Sept 2008	132,298	35,121	20,988	11,742	2,008	383
Oct 2008 - Sept 2009	125,772	33,228	19,511	11,436	1,894	387
Oct 2009 - Sept 2010	131,575	34,178	20,688	11,381	1,742	367
<b>Oct 2010 - Sept 2011</b>	<b>140,262</b>	<b>37,252</b>	<b>24,118</b>	<b>11,370</b>	<b>1,451</b>	<b>313</b>
Total		209,006	126,858	68,572	11,239	2,337
% Of Total		100.00%	60.70%	32.81%	5.38%	1.12%

# **Statewide Child Abuse Hotline**

## **1-888-767-2445**

Process improvement and re-design of the Child Abuse Hotline to increase efficiency and provide for a more user friendly system is underway.

- ❖ Focus Groups with child crimes units, mandatory reporters, citizen/advocacy representatives and CPS staff
- ❖ Public and private call center subject matter experts
- ❖ Priority access for mandatory reporters
- ❖ Differential decision tree & queue questions
- ❖ Documentation processes
- ❖ Enhanced Training
- ❖ Use of technology such as on-line reporting

# Investigations

## Process Improvement Efforts

### Key Components of an Investigation

- ❖ Responding to the home
- ❖ Determining if ALL children in the home are currently safe and can remain safely in their own home
- ❖ Determining the level of services needed for children to remain in the home (e.g. parenting skills, counseling, etc.)
- ❖ Determining if temporary out of home placement is necessary to ensure the safety of the children
- ❖ Documenting of investigative activities and contacts with extended family, law enforcement, court representatives, etc.

### Investigative Process Improvement Efforts

- ❖ Triage process of reports
- ❖ “All hands on deck” with refresher training
- ❖ Child Safety and Risk Assessment (CSRA) Pilot
- ❖ Improve Quality and Timeliness of Case Documentation
- ❖ Social Work Assessment Team (SWAT)

# Social Work Assessment Team (SWAT)

- In August 2011, 9,903 inactive\* cases were assigned to SWAT.
  - As of April 14th, the inactive case list of **9,903** was reduced to **1,346**, a decrease of **86%**.
- Today, SWAT is addressing 6,336 inactive cases
- SWAT Process Improvement Activities
  - Establish permanent statewide SWAT to address inactive cases
  - Share trends identified in these cases to build skill level of direct line staff and supervisors

\*An inactive case is a case with no documentation within DCYF's information system, CHILDS, within 60 days.

# In-Home Services and Supports

- When possible, the goal of the agency is to provide families with opportunities for growth and positive change so children may remain safely in their home
- Families engage in services voluntarily or through court involvement
- In-home services are family-driven and strength-based
- Prior to in-home case closure, families are transitioned to community supports



# In-Home Services and Supports

In September 2011, there were 5,591 open in-home cases. These cases represent nearly 15,000 children.



# In-Home Services Family Feedback

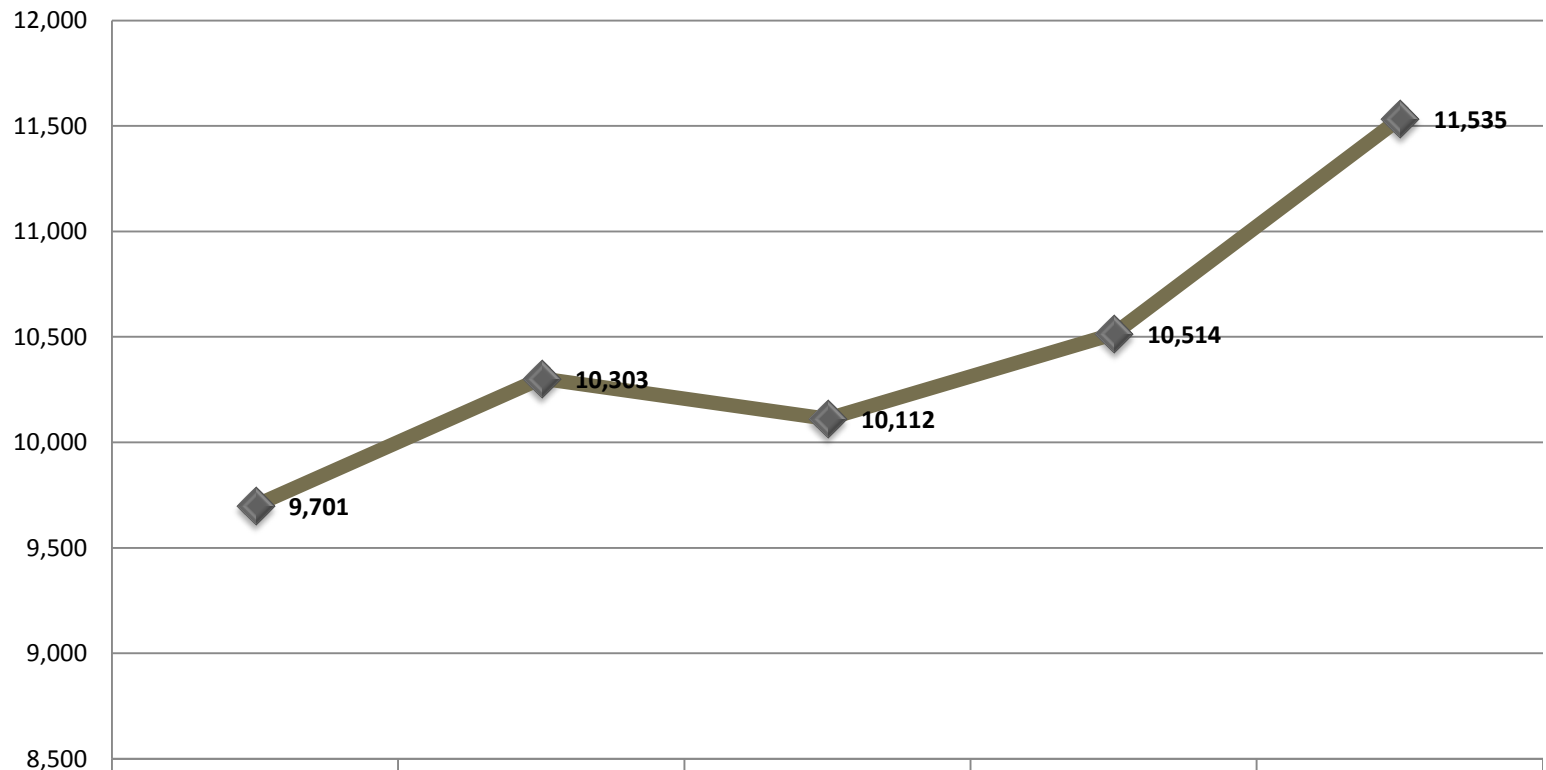
## *What was most helpful to you and your family?*

- *“Talking to me and making me understand there are better ways to deal with anger and better ways to discipline, I just wanted to thank you for being there and teaching me things I didn’t know.”*
- **“Resources for my children and myself. Each person on the team asked different questions and taught me how to interact with my child.”**
- *“Everything. Childcare, therapy, caring and CPS meetings to keep us focused brought my family together, closer than ever before.”*

# Out of Home Placement

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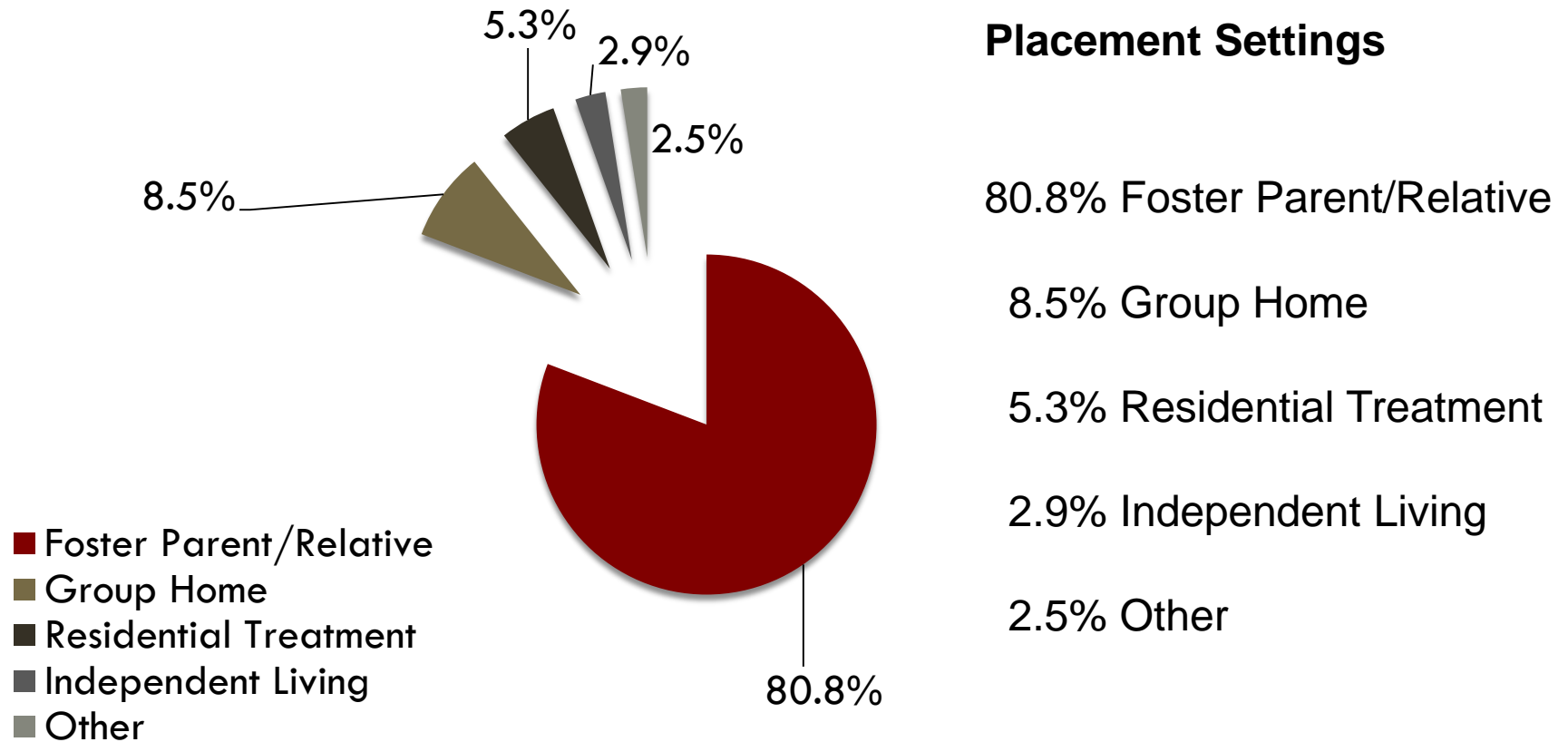
## Children in Out of Home Care



	Sept 2007	Sept 2008	Sept 2009	Sept 2010	Sept 2011
Children in Out of Home Care	9,701	10,303	10,112	10,514	11,535

# Out of Home Placement

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# Out of Home Placement

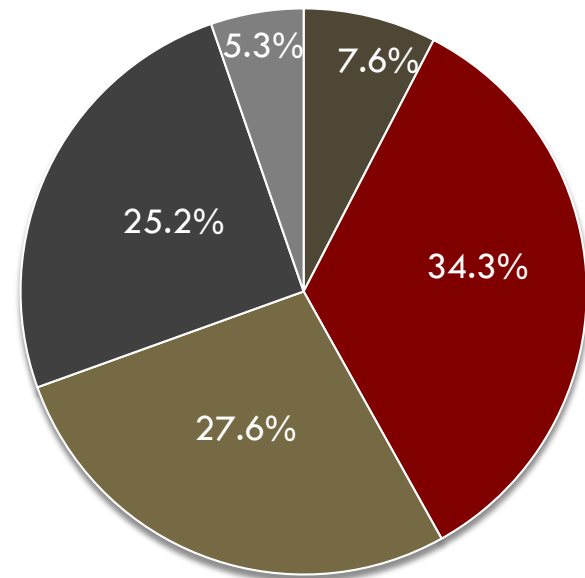
On September 30, 2011 there were 11,535 children in out-of-home placement

## Age Demographics

- 7.6% of these children were under age 1
- 34.3% of these children were ages 1 to 5
- 27.6% of these children were ages 6 to 12
- 25.2% of these children were ages 13 to 17
- 5.3% of these children were age 18 to 21

## Ages of Children

■ Under 1 ■ 1 to 5 ■ 6 to 12  
■ 13 to 17 ■ 18 to 21



# Permanency - Reunification

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**From April 2011 through September 2011\***

**1,783 children were reunified  
with their parents**

- ❖ Average time in out-of-home placement was 8 months
- ❖ Average age of child was 7.8 years of age

# Permanency - Reunification

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## Reunification within 12 months of Entering Out-of-Home Placement

- National Median = 69.9%\*
- Arizona Median= 69.1%\*



\*FFY11 U.S. Department of Health and Human Services Data

# Permanency - Adoption

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**From April 2011 through September 2011,  
1,078 children were adopted\***



# Permanency - Adoption

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## Children Adopted within 24 months of Entering Out of Home Care

- **National Performance Goal = 36%**
- **Arizona = 47.1%\***

# Permanency – Legal Guardian

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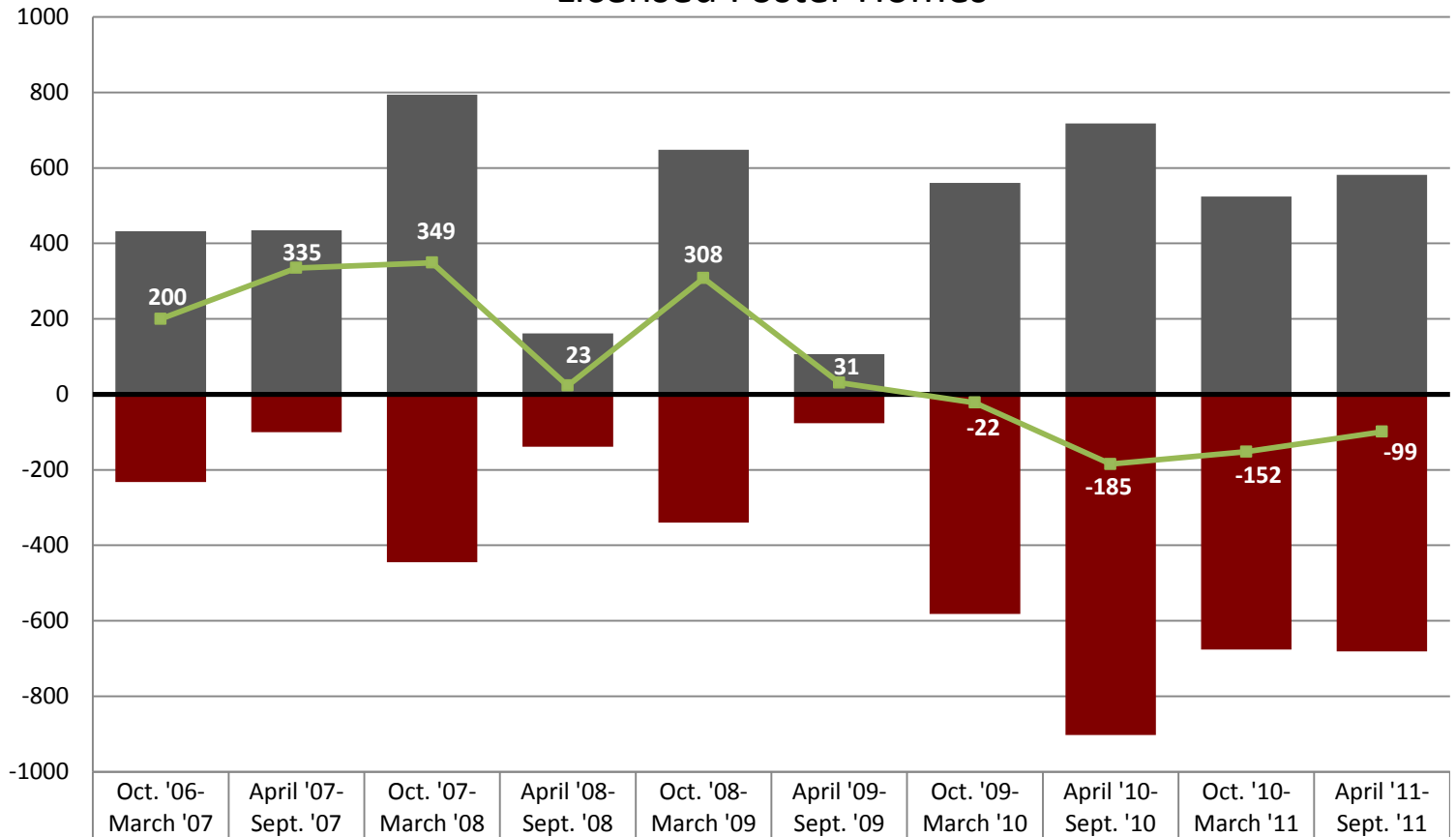
**From April 2011 through September 2011  
238 children attained permanency through  
legal guardianship\***



- Average time in out-of-home placement was 15.5 months
- Average age of child was 10.7 years of age

# Need for Licensed Foster Care Parents

Licensed Foster Homes



Family Foster Home Closures	-232	-100	-445	-139	-340	-76	-582	-903	-676	-681
New Family Foster Homes	432	435	794	162	648	107	560	718	524	582
Net Change of Foster Homes	200	335	349	23	308	31	-22	-185	-152	-99
% Change in Foster Homes	6%	11%	10%	1%	9%	1%	-1%	-5%	-4%	-3%

# Foster Parent Customer Feedback

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***What could your CPS Case Manager/CPS Specialist have done to improve his/her support of you as a foster parent?***

- *“Overall, my case manager has always been supportive. I have a great track record and was always looking out for the best interest of the child and supported the goal of reunification.”*
- *“What I found throughout the CPS/DES case manager system was a high employee turnover rate, which was somewhat confusing and frustrating at times because the new people coming in didn't always have complete information concerning [our] cases. “*
- *“My experience was greater than ever expected. I had my grandson, who through the help of CPS/DES, was reunited with his mother.”*

# System under Stress

- Reports are at an all-time high and have continued to increase since September.
- These increases impact the ability of staff to manage cases and conduct investigations.
- They are also resulting in more children being placed out of home, stressing the foster care system. That, in turn, has resulted in a small but important increase in congregate care.

# Call to Action

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Everyone is responsible for ensuring children are afforded a safe and nurturing home environment

- Be observant and get involved
- Become a foster parent
- Become an adoptive parent
- Support foster parents – be creative



# Sharlesha & Shyla

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- ❑ Sharlesha excels in math and is becoming a social young lady. Sharlesha likes to shop, go to the park and is eager to help around the house. Sharlesha is trying to learn Spanish and loves traditional Mexican food. She is a caring child who watches out for her sister Shyla.
- ❑ Shyla is an energetic spunky preschooler who is ready to please. She likes arts and crafts, coloring and playing dress up. She is a spirited affectionate child who loves being with her sister.
- ❑ Sharlesha wants a mother who can spend time doing girly things and the "Dad-and-me" days.
- ❑ Sharlesha and Shyla are beautiful girls who are ready to meet their forever family.



# Isaac

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- Isaac is a very inquisitive and active young man. Isaac says he loves going to school. He is very smart and enjoys challenging himself in class.
- He does very well in math and says math is his favorite subject.
- Isaac loves to be outside and play football, swim, or skateboard. Isaac can be a very picky eater, and generally likes buffets.
- Isaac is in need of a forever family, that can offer a structured living environment. He has stated he would prefer a two parent home. He has two biological brothers, with whom he'd like to maintain contact.



# Andreas

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- Andreas, or “Dre”, is a sweet, polite and social young man.
- He enjoys reading and reports that his favorite book is “Diary of a Wimpy Kid”.
- Dre loves to play football, participate in gymnastics, read and play video games.
- He would thrive in a one or two parent family that enjoys being active and can provide him with a loving and stable home. He needs a home where he is the only child
- A family that is patient, consistent and committed is what he needs!

# Presenters

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Clarence H. Carter, Director

Deidre Calcoate, Adoption and Home Recruitment Manager

Susan Smith, Central Region Assistant Program Manager

Michele Chesher, Central Region Assistant Program Manager

Tracey Everitt, Southwest Region Assistant Program Manager

Stacy Reinstein, Deputy Child Welfare Program Administrator

Deb Harper, Child Welfare Program Administrator